



Continuing Education Information

Course Title: Personal Skills for Managers (Management III)

Course description:

Community support managers often have a difficult and stressful job. There are multiple demands, deadlines, and program crisis that can lead to a great deal of stress and ultimately burnout. This workshop will teach participants ways to manage projects, priorities, and people more effectively in an ever demanding and changeable workplace. Various time management strategies will be addressed, from delegation to prioritization as well as elimination of time wasters and procrastination. Attendees will also learn ways to better cope with the everyday job related stress and strain. We will also explore shifting workplace demographics and how to effectively manage these changes. Topics discussed will include generational and cultural differences in today's workplace and its significance in community support services.

Target Audience: Social Workers, Case Managers, Direct Support Professionals and Supervisors

Level of Course Information:

Beginner Intermediate Advanced

Relevance to social work:

Social workers are employed by community based organizations that serve individuals with disabilities and their families in direct practice as well as management roles. This course focuses on social work skills in management/administration/social policy. Relevant content covered includes generational management, cultural competence, negotiation and problem solving, and time management strategies, including effective delegation.

Trainer (s):

Dan Baker, Ph.D.
Bret Li-Vaks, MBA

Number of clock hours requested minus lunch and breaks: 4.5

Timed Outline:

9:30AM Welcome & Review of Course Learning Objectives
 9:45AM Defining the Four Workplace Generations
 10:15AM Communication Strategies for Different Generations
 10:30AM Morning Break
 10:40AM Diversity Awareness in Today's Workplace
 11:15PM Cultural Impact & Understanding: Fostering Integration & Diversity
 12:00PM Lunch
 1:00PM Managing Up the Ladder: Establishing Effective Relationships with Supervisors
 1:30PM Time Management Basics
 1:45PM Time Management Prioritization Matrix
 2:00PM Effective Delegation
 2:15PM Afternoon Break
 2:25PM Understanding the Adaptive Stress Response
 2:45PM Acute & Chronic Symptoms of Poor Stress Management
 3:00PM Stress Management: Coping Skills & Mechanisms
 3:30PM Adjourn

Course Goals:

This course will provide an overview of demographic changes and its impact on staffing and program services in developmental disabilities. Attendees will learn how to acknowledge and respond to distinct generational, cultural, and communication differences in order to improve relationships with both staff and clients served. Attendees will also learn how to use effective negotiation and problem solving skills as a means to improve workplace relations and communication. Participants will also learn how to improve professional productivity and efficiency using time management strategies including prioritization and delegation. Also discussed will be the significance of workplace stress including effects of acute and chronic stress, identifying stressors, and implementing helpful coping strategies and techniques.

Course Learning Objectives:

After the completion of this course attendees will be able to:

1. Identify and describe the impact of at least three diversity awareness issues in today's workplace.
2. Summarize at least five time management strategies that can lead to improved employee productivity and organization.
3. List and discuss at least five stress management techniques in response to potential personal and professional stressors.